



Department of
Veterans Affairs



Department of Veterans Affairs Employee Education System

and

The National Center for Posttraumatic Stress Disorder (NCPTSD)

present

COURSE NO. 07.ST.MH.PTSD1017.A

POSTTRAUMATIC STRESS DISORDER (PTSD) AND THE DIFFICULT CLIENT: USING A DEVELOPMENTAL MODEL (DM) TO TREAT

EES WEB-BASED TRAINING EDUCATIONAL ACTIVITY

February 1, 2007 – September 30, 2007

***To complete this
educational
activity:***

Participants must access the course from the National Center for Posttraumatic Stress Disorder web site at: <http://www.ncptsd.va.gov/ptsd101/index.html>.

For continuing education credit for each module, you must (1) read the module's program brochure (2) complete the module, and (3) register on one of either sites:

VA EES on-line learning internal (Intranet) registration:
<https://vaww.ees.aac.va.gov/librix/loginhtml.asp>

Non-VA EES on-line learning external (Internet) registration:
<https://www.ees-learning.net/librix/loginhtml.asp>

On both sites, there is help for First Time Users or those who may have forgotten their password.

After logging on and registering, complete the post test and evaluation. If you receive a test score of no lower than 80%, you may print a certificate of completion. If necessary, you may retake the test.

Purpose:

This course presents a model of life experiences and development known as the "Developmental Model" (DM). The DM surveys the client's life history of pre and post-deployment/trauma development and offers the provider a basis for case-conceptualization and treatment of the client with traumatic stress reactions/PTSD. While these clients likely experience emotional, cognitive, and behavioral difficulties, some become so impaired that they may be experienced by providers as "difficult clients." Case examples applying the DM are used to illustrate: types of problems experienced by "difficult clients"; case-conceptualization; treatment issues, and common provider reactions to

these types of clients. This course reviews many issues associated with traumatic stress reactions/PTSD and offers the DM as a basis for case-conceptualization and treatment of those clients who may be perceived by providers as “difficult” to treat.

Outcome Objectives:

After viewing the presentation, the participant will be able to:

1. relate many of the cognitive, emotional, and behavioral difficulties experienced by those clients with combat stress reactions/PTSD
2. implement the Developmental Model of case conceptualization and care
3. predict common provider issues/reactions when faced with “difficult clients”
4. illustrate how the Developmental Model can be implemented to help address these issues/reactions.

Target Audience:

Mental health leadership/clinicians, OIF/OEF outreach coordinators and clinical managers, psychiatrists, psychologists, social workers, nurses, primary care clinicians, and others involved in the provision of services, outreach/communication, or program planning for veteran populations (such as OIF/OEF) and others who have suffered traumatic stress.

Accreditation/ Approval:

Accreditation Council for Continuing Medical Education (ACCME)

The VA Employee Education System is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

American Nurses Credentialing Center (ANCC)

VA Employee Education System is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.

California Board of Registered Nursing (CA BRN)

The VA Employee Education System is accredited as a provider of continuing education in nursing by the California Board of Registered Nursing.

American Psychological Association (APA)

The VA Employee Education System (EES) is approved by the American Psychological Association to sponsor continuing education for psychologists. The Employee Education System maintains responsibility for this program and its content.

Continuing Education Credit:

Accreditation Council for Continuing Medical Education (ACCME)

The VA Employee Education System designates this educational activity for a maximum of 1.0 *AMA PRA Category 1 Credit(s)*TM. Physicians should only claim credit commensurate with the extent of their participation in the activity.

Association of Social Work Boards (ASWB)

VA Employee Education System, Provider Number 1040, is approved as a provider for social work continuing education by the Association of Social Work Boards (ASWB), (1-800-225-6880) through the Approved Continuing Education (ACE) program. VA Employee Education System maintains responsibility for the program. Social workers will receive 1.0 continuing education clock hours in participating in this course

American Nurses Credentialing Center (ANCC)

VA Employee Education System designates this educational activity for 1.0 contact hours in continuing nursing education.

***NOTE:** The California (CA) Board of Registered Nursing (BRN) will not accept ANCC credit toward the renewal of CA licensure, unless the CA licensed nurse-participants are physically outside of the state of CA when they commence and complete ANCC accredited educational activities.*

California Board of Registered Nursing (CA BRN)

This continuing education activity has been presented by the VA Employee Education System for 1.0 contact hours. Provider approved by the California Board of Registered Nursing: Provider Number **CEP 4714**.

American Psychological Association (APA)

As an organization approved by the American Psychological Association, the VA Employee Education System is sponsoring this activity for 1.0 hours of continuing education credit. The Employee Education System maintains responsibility for this program and its content. *This program is co-sponsored by the VA Employee Education System and the National Center for Posttraumatic Stress Disorder (NC-PTSD). The VA EES is approved by the American Psychological Association to sponsor continuing education for psychologists. The VA EES maintains responsibility for this program and its content.*

A certificate of attendance will be awarded to participants and accreditation records will be on file at the Employee Education System. In order to receive a certificate from EES, participants must: register and complete an evaluation online; participate in 100% of the educational activity; and generate, per instructions, their own certificate at the conclusion of the activity. EES cannot issue certificates for less than 100% participation, as required by accrediting body regulations.

***Report of
Training:***

It is the program participant's responsibility to ensure that this training is documented in the appropriate location according to his/her locally prescribed process.

- * Matt Friedman, M.D.
Executive Director
National Center for PTSD
Executive Division
White River Junction, VT
- * Tina Lee, M.D.
Psychiatrist
National Center for PTSD
Education and Clinical Laboratory Division
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Planning Committee Member for ASWB
- * Linda S. Truman
Project Manager
St. Louis Employee Education Resource Center
St. Louis, MO

* Denotes planning committee

+ Denotes faculty

Project Manager:

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***Project Support
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Media Support:

Kitty Nicolai
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***Application
Procedure:***

Participants must:
Access the course via the National Center for Posttraumatic Stress
Disorder website at: <http://www.ncptsd.va.gov/ptsd101/index.html>

After completing this course, participants should click on the link to the Librix, which appears at the very end of the course to access the external site at <https://www.ees-learning.net/librix/loginhtml.asp> or internal site at <https://vaww.ees.aac.va.gov/librix/loginhtml.asp>

A certificate of completion cannot be printed until the post-test and evaluation are completed. A link to print a certificate can be accessed at the end of the course evaluation.

A score of 80 percent on the post-test is required before a certificate can be printed.

- The test takes approximately 1 hour to complete. Post-test scores are available immediately after the post-test is completed. There is no limit on the number of times a participant may take the post-test to receive a passing score.

To access the course online, click here:

<http://www.ncptsd.va.gov/ptsd101/index.html>

Deadline Date:

This program will no longer be authorized for continuing education credit after September 30, 2007. Information on participation may be obtained from Linda Truman, Project Manager, St. Louis Employee Education Resource Center, 1 Jefferson Barracks Drive, Bldg. 2, phone 314-894-5736.

***The Rehabilitation
Act of 1973, as
amended:***

The Employee Education System wishes to ensure no individual with a disability is excluded, denied services, segregated or otherwise treated differently from other individuals participating in its educational activities, because of the absence of auxiliary aids and services. If you require any special arrangements to attend and fully participate in this educational activity, please contact Linda Truman, Project Manager, EES, St. Louis Employee Education Resource Center, phone 314-894-5736, e-mail Linda.truman1@va.gov.

Disclosure(s)

The VA Employee Education System (EES) must insure balance, independence, objectivity, and scientific rigor in all its individually sponsored or jointly EES sponsored educational activities. All prospective faculty & planning committee members participating in an EES activity must disclose any relevant financial interest or other relationship with: (a) the manufacturer(s) of any commercial product(s) and/or provider(s) of commercial services discussed in an educational presentation, and (b) any commercial

supporters of the activity. Relevant financial interest or other relationship includes but is not limited to such things as personal receipt of grants or research support, employee or consultant status, stock holder, member of speakers bureau, within the prior 12 months. EES is responsible for collecting such information from prospective planners and faculty, evaluating the disclosed information to determine if a conflict of interest is present and, if a conflict of interest is present, to resolve such conflict. Information regarding such disclosures and the resolution of the conflicts for planners and faculty shall be provided to activity participants. When an unlabeled use of a commercial product or an investigational use not yet approved by the FDA for any purpose is discussed during an educational activity, EES shall require the speaker to disclose that the product is not labeled for the use under discussion or that the product is still investigational.

Each faculty and planning committee member reported having no relevant * financial relationships with any commercial interest. This activity includes no discussion of uses of FDA regulated drugs or medical devices which are experimental or off-label.

*The ACCME defines “relevant financial relationships” as financial relationships in any amount occurring within the past 12 months that creates a conflict of interest.

For more information about the products and services provided by the Employee Education System (EES), visit our website at <http://vaww.ees.lrn.va.gov/>.
